
WS10 – Cross Connection Certification Renewal

MassDEP Bureau of Water Resources, Drinking Water





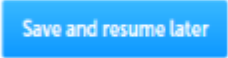

EEA ePLACE Portal

Overview

- ☐ This presentation is to assist in completing a **WS10-Cross Connection Certification Renewal**.
- ☐ Use this instructions to renew your existing Cross Connection Certification.
- ☐ For requirements needed to renew your Certification please check the WS-10 Certification Fact Sheet
- ☐ This presentation will take you screen by screen through the EEA ePLACE online permitting application process.



General Navigation

- ☐ Always Click  to move to the next page.
- ☐ Do NOT use the Browser Back Button  as this will take you out of the system
- ☐ Any field with a red asterisk (*) is required before you can move off the page.
- ☐ Click  to save your work and resume at a later time
- ☐ Click on the tool tips where applicable to get more detail 
- ☐ We strongly suggest using Internet Explorer as a preferred browser



How to Apply

Log in to your account:

- ❑ Click or type this address on your browser:

[Mass.gov Licensing and Permitting Portal](https://www.mass.gov/Licensing-and-Permitting-Portal)

- ❑ Log into your account in EEA ePlace using your username/password

Mass.gov | State Offices & Courts | State A-Z Topics | State Forms | Accessibility FAQs

An Official website of the Commonwealth of Massachusetts

EEA ePLACE Portal

[Announcements](#) | [Accessibility Support](#) | [Register for an Account](#) | [Reports \(2\)](#) | [Login](#)

Need Help? For technical assistance in using this web application, please call the ePLACE Help Desk Team at (844) 733-7522 or (844) 733-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays. If you prefer, you can also e-mail us at ePLACE_helpdesk@state.ma.us. For assistance with non-technical questions, please contact the issuing Agency directly using the links below.

Contact:
[Energy and Environmental Affairs, MASSDEP](#)
[Energy and Environmental Affairs, MDAR](#)
[Energy and Environmental Affairs, DCR](#)

For DPL, DCAMP and ABCC permits or licenses, please [click here](#).

Convenience Fee: Please note there will be a convenience fee for all online credit card transactions. There is also a nominal fee for online payment by check.

[Home](#)

Welcome to the Commonwealth of Massachusetts ePLACE Portal

The Commonwealth of Massachusetts is pleased to offer online access to many licensing, permitting and certificate services. With ePLACE, the Commonwealth hopes to deliver more efficient, convenient, and interactive e-government services.

Options for Licensees and Applicants:

- Apply for, Renew, or Amend a License, Permit, Certificate, Notification or Registration
- Make Payments Online

ePLACE Portal Account Registration:

In order to utilize most of the services available through the ePLACE, you must first register for an account to do any of the following:

- Apply for a License, Permit, Certificate, Notification or Registration

Login

User Name or E-mail:

Password:

[Login »](#)

☐ Remember me on this computer

[I've forgotten my password](#)
[New Users: Register for an Account](#)

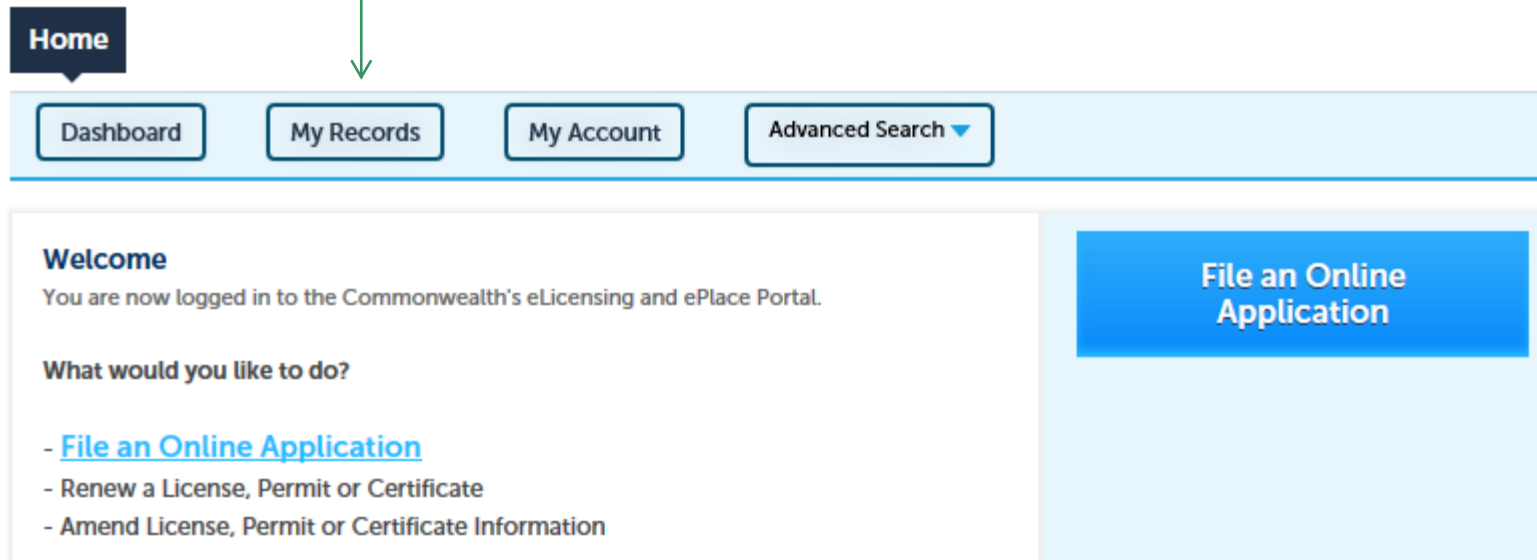
Please note: At this time, the ePLACE Portal services only some (not all) licenses, permits and certificates issued by Energy and Environmental Affairs (EEA). It does



EEA ePLACE Portal

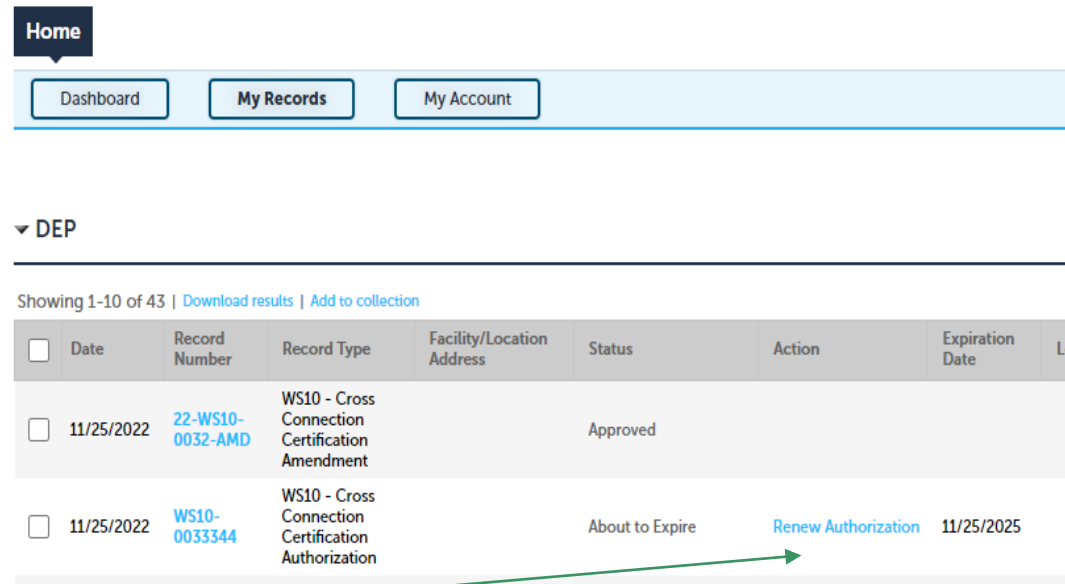
File an Online Renewal

- ❑ Click on “ My Records” tab to start



Access your record

- ☐ A list of your records will be displayed
- ☐ Locate the permit record you need to Renew
- ☐ Against the record you will have the Renew Authorization link under Actions
- ☐ Click on “Renew Authorization” link to continue



Home

Dashboard My Records My Account

▼ DEP

Showing 1-10 of 43 | [Download results](#) | [Add to collection](#)

| <input type="checkbox"/> | Date | Record Number | Record Type | Facility/Location Address | Status | Action | Expiration Date |
|--------------------------|------------|----------------------------------|---|---------------------------|-----------------|-------------------------------------|-----------------|
| <input type="checkbox"/> | 11/25/2022 | 22-WS10-0032-AMD | WS10 - Cross Connection Certification Amendment | | Approved | | |
| <input type="checkbox"/> | 11/25/2022 | WS10-0033344 | WS10 - Cross Connection Certification Authorization | | About to Expire | Renew Authorization | 11/25/2025 |



Step 1: Contact Information

- ❑ Applicant information will display in the Permittee section

- ❑ Click “Continue Application” to proceed

DEP Applications

WS10 - Cross Connection Certification Renewal

| | | | | | | |
|-----------------------|---------------------------|------------|-------------------------|----------|---|---|
| 1 Contact Information | 2 Application Information | 3 Document | 4 Published Information | 5 Review | 6 | 7 |
|-----------------------|---------------------------|------------|-------------------------|----------|---|---|

Step 1: Contact Information > Page 1 of 1

* indicates a required field.

Permittee

"Permittee" is the individual/applicant for this application.

Permittee:

Tester
100 Cambridge St
Boston, MA, 02108
Telephone #: 111-111-1111 Email: Hartell.Johnson@mass.gov

Edit or View

Continue Application »

Save and resume later



Step 2 : Application Information

- ❑ Review your information and update the training information accordingly for the renewal requirements
- ❑ Click on “Continue Application” to proceed

Home

DEP Applications

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| | | | | | | |
|-----------------------|---------------------------|------------|-------------------------|----------|---|---|
| 1 Contact Information | 2 Application Information | 3 Document | 4 Published Information | 5 Review | 6 | 7 |
|-----------------------|---------------------------|------------|-------------------------|----------|---|---|

Step 2: Application Information > Page 1 of 2

* indicates a required field.

Certification Name

You are required to provide the following information demonstrating that you passed an approved MassDEP examination as listed. On the next page, you will need to attach supporting documentation as proof that you passed this examination.

* Certification Type: ?
Combination Certification (Backflow Tester & Cross Connection Surveyor) ▼

Backflow Prevention Device Tester Training Provided by (organization): * ?
test

Backflow Prevention Device Tester Date of Examination: * ?
11/01/2022

Cross Connection Surveyor Training Provided by (organization): * ?
test

Cross Connection Surveyor Date of Examination: * ?
11/01/2022

Continue Application >

Save and resume later



Step 3: Documents

❑ Upload all required documents for your application

❑ The required documents will be listed on the table

❑ To begin attaching documents, click “Browse”

❑ **Please Note:** Documents cannot be mailed to MassDEP agency, you must attach the electronic copy in this section.



EEA ePLACE Portal

WS10 - Cross Connection Certification Renewal

| | | | | | | | | | | | |
|---|---------------------|---|-------------------------|---|----------|---|-----------------------|---|--------|---|---|
| 1 | Contact Information | 2 | Application Information | 3 | Document | 4 | Published Information | 5 | Review | 6 | 7 |
|---|---------------------|---|-------------------------|---|----------|---|-----------------------|---|--------|---|---|

Step 3: Document > Page 1 of 1

* indicates a required field.

List of Documents

Documents:

Please upload 3 Required Document(s) which are mandatory to submit this Application:

1. Copy of 3 Cross Connection Survey Report Forms or 3 Violation Notice Letters
2. Copy of 3 Training Contact Hours (TCH) during past 3 years
3. Proof of 24 Inspections/Tests of Backflow Prevention Devices

Attachment

When uploading file document(s) the maximum file size allowed is **50 MB**.

The 'File Name' (including file extension) MUST NOT exceed 75 characters in length.

The document 'Description' MUST NOT exceed 50 characters in length.

Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.

.bat;.bin;.dll;.exe;.js;.msi;.sql;.vbs;.ade;.adp;.chm;.cmd;.com;.cpl;.hta;.ins;.isp;.jar;.jse;.lib;.lnk;.mde;.msc;.msp;.mst;.php;.pif;.scr;.sct;.shb;.sys;.vb;.vbe;.vxd;.wsc;.wsf;.wsh are disallowed file types to upload.

| Name | Type | Size | Latest Update | Description | Action |
|-------------------|------|------|---------------|-------------|--------|
| No records found. | | | | | |

Browse

Continue Application »

Save and resume later

Step 3: Documents (Attaching)

- ❑ A “File Upload” window opens
- ❑ Click “Browse”
- ❑ Choose the file(s) you want to attach
- ❑ When all files reach 100%, click “Continue”

File Upload [X]

When uploading file document(s) the maximum file size allowed is 100 MB.
The 'File Name' (including file extension) MUST NOT exceed 75 characters in length.
The document 'Description' MUST NOT exceed 50 characters in length.
Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.

| | |
|---------------------|------|
| Blank Upload 1.docx | 100% |
| Blank Upload 2.docx | 100% |
| Blank Upload 3.docx | 100% |

[Continue] [Browse] [Remove All] [Cancel]



Step 3: Documents (Attaching)

- ❑ Select the document type
- ❑ Provide a description of each document that you uploaded
- ❑ Click “Browse” to add more documents
- ❑ When all documents are uploaded and described, click “Save”
- ❑ Click “Continue Application”

The screenshot displays the document upload section of the EEA ePLACE Portal. It features three document entries, each with a file name, a progress bar, a description field, and a type dropdown menu. Arrows from the list on the left point to these fields. At the bottom, there are buttons for 'Save', 'Browse', 'Remove All', 'Continue Application', and 'Save and resume later'.

File: Blank Upload 1.docx
100%

*Description (Maximum 50 characters):
A maximum of 50 characters.

*Type: --Select--

File: Blank Upload 2.docx
100%

*Description (Maximum 50 characters):
A maximum of 50 characters.

*Type: --Select--

File: Blank Upload 3.docx
100%

*Description (Maximum 50 characters):
A maximum of 50 characters.

*Type: --Select--

Save Browse Remove All

Continue Application »


Save and resume later



Step 3: Documents (Attaching)

- ❑ You should see a message that you have successfully attached documents
- ❑ Review the list of attached documents
- ❑ When ready, click “Continue Application” to proceed

DEP Applications

 **The attachment(s) has/have been successfully uploaded.**
It may take a few minutes before changes are reflected.

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| | | | | | | | | | | | |
|---|---------------------|---|-------------------------|---|----------|---|-----------------------|---|--------|---|---|
| 1 | Contact Information | 2 | Application Information | 3 | Document | 4 | Published Information | 5 | Review | 6 | 7 |
|---|---------------------|---|-------------------------|---|----------|---|-----------------------|---|--------|---|---|

Step 3: Document > Page 1 of 1

* indicates a required field

List of Documents

Documents:

Please upload 2 Required Document(s) which are mandatory to submit this Application:

1. Copy of 3 Training Contact Hours (TCH) during past 3 years
2. Proof of 24 Inspections/Tests of Backflow Prevention Devices

Attachment

When uploading file document(s) the maximum file size allowed is 50 MB.
The 'File Name' (including file extension) MUST NOT exceed 75 characters in length.
The document 'Description' MUST NOT exceed 50 characters in length.
Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.
.bat;.bin;.dll;.exe;.jar;.msi;.sql;.vbs;.adp;.chm;.cmd;.com;.cpl;.hlp;.ins;.isp;.jar;.jse;.lib;.lnk;.mde;.msc;.msp;.mst;.php;.pif;.scr;.shb;.sys;.vb;.vbe;.vxd;.wsc;.wsf;.wri are disallowed file types to upload.

| Name | Type | Size | Latest Update | Description | Action |
|--|---|----------|---------------|------------------|-----------|
| WM03 Water management application test.docx | Proof of written examination approved by the Department for Cross Connection Control Surveyor | 11.74 KB | 11/23/2022 | Written exam | Actions ▾ |
| WM03 Water management application test3.docx | Copy of 3 Training Contact Hours (TCH) during past 3 years | 11.75 KB | 11/23/2022 | Training contact | Actions ▾ |
| WM03 Water management application test2.docx | Proof of 24 Inspections/Tests of Backflow Prevention Devices | 11.75 KB | 11/23/2022 | Inspections | Actions ▾ |

[Browse](#)

[Continue Application »](#)

[Save and resume later](#)



Step 4: Published Information

- ❑ Please read instructions for Published Information before proceeding
- ❑ Please review the information and modify accordingly
- ❑ Click “Continue Application” to proceed

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| | | | | | | |
|---|---------------------------|------------|-------------------------|----------|------------|---|
| 1 | 2 Application Information | 3 Document | 4 Published Information | 5 Review | 6 Pay Fees | 7 |
|---|---------------------------|------------|-------------------------|----------|------------|---|

Step 4: Published Information > Page 1 of 1

* indicates a required field.

Employer Information

Employer Name:

Published Information

Information from this application and any issued permit will be made available to the public. By default, the information listed below is from your account profile. You may change or delete the information in the fields below with the exception of First and Last name, which are associated with your permit.

Please note that all fields with a red asterisk are required fields. Ensure that you make updates below as needed as the information in the fields below will be made available to the public.

Company Name:

Middle Name:

*Phone number: ⓘ

PO Box/ Address:

*State:

*First Name:

*Last Name:

E-mail Address:

*City/Town:

*Zip Code:

Continue Application »

Save and resume later

The seal of the Commonwealth of Massachusetts, featuring a Native American figure holding a bow and arrow, surrounded by a circular border with the text "SIGILLUM REIPUBLICÆ MASSACHUSETTENSIS".

EEA ePLACE Portal

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Step 5: Review

- ❑ The entire application is shown on a single page for your review
- ❑ If you note something you want to change, click “Edit Application”
- ❑ Otherwise, continue to the bottom of the page

DEP Applications

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| | | | | | | |
|---|---|------------|-------------------------|----------|------------|-------------------------|
| 1 | 2 | 3 Document | 4 Published Information | 5 Review | 6 Pay Fees | 7 Application Submitted |
|---|---|------------|-------------------------|----------|------------|-------------------------|

Continue Application »

Save and resume later

Please review the information below prior to submission. After the application has been submitted, you will not be able to make changes. To make changes after submittal you must contact the Department directly.

Review and Certification

Edit Application

Permittee

Individual Tester
100 Cambridge St
Boston, MA, 02108
United States

Telephone #:111-111-1111
E-mail:Hartell.Johnson@mass.gov

Certification Name

Certification Type:
Backflow Prevention Device Tester Training Provided by (organization):
Backflow Prevention Device Tester Date of Examination:

Backflow Prevention Device Tester
Testing user
09/30/2022

List of Documents



Step 5: Review

- ☐ Read the Certification Statement
- ☐ Click the check box to complete your certification
- ☐ Click “Continue Application” to proceed with your submittal

Employer Information

Employer Name:

Published Information

Company Name:

Middle Name:

Phone number: 6171234567

PO Box / Address:

State: MA

First Name: Tester

Last Name: Test

E-mail Address: Hartell.Johnson@mass.gov

City/Town: Boston

Zip Code: 02108

Application Submitter

Individual

Tester

Boston, MA, 02108

Telephone #:111-111-1111

E-mail:Hartell.Johnson@mass.gov

"I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application."

☒ By checking this box, I agree to the above certification.

Date: 11/23/2022

[Continue Application »](#)

[Save and resume later](#)



Step 6: Pay Fees

- ❑ Both online payment and pay by mail options are available
- ❑ Online payment will require a service charge
- ❑ Click the appropriate box to continue

DEP Applications

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| | | | | | | |
|---|---|------------|-------------------------|----------|------------|-------------------------|
| 1 | 2 | 3 Document | 4 Published Information | 5 Review | 6 Pay Fees | 7 Application Submitted |
|---|---|------------|-------------------------|----------|------------|-------------------------|

Step 6: Pay Fees

Listed below is the fee for the authorization that you are applying for. The following screen will display your total fees.

Payment may be made by electronic check or credit card for a nominal processing fee. The electronic check fee is \$0.35 per transaction. Credit card payments are 2.35% per transaction. Clicking on the PAY ONLINE button will bring you to the secure online payments portal. Once you have made payment, you will be returned to your application for submittal.

Payment may also be made by mail. However, review of your permit will not begin until payment is received. By clicking on the Pay by Mail button, you will have submitted your application. You will receive a notification email with the location and address to send your payment. That information is also available in the instructions for this authorization.

Application Fees

| Fees | Amount |
|-----------------------------------|---------|
| CERTIFICATION OF CROSS CONNECTION | \$65.00 |
| Total Fees | \$65.00 |

[Pay Online »](#) [Pay by Mail »](#)



Pay Online

- ☐ If you choose “Pay Online”, you will be brought to this screen
- ☐ Provide all payment and billing information
- ☐ Accept the terms and conditions and click submit
- ☐ You will be e-mailed a receipt

Billing Information

First Name
Enter First Name

Last Name
Enter Last Name

Street
Enter Street

City
Enter City

State/Territory
Select State

Zip
Enter Zip

Phone Number
() -

Email
Enter Email Address

Confirm Email
Enter Email Address

Payment Information

Card Type
Select Card Type

Card Number
TEST MODE

CVV Code
123

Expiration
01 2011

☐ I Accept

Check to accept both the Commonwealth of Massachusetts and nCourt Terms Agreements.

Commonwealth of Massachusetts Terms Agreement

I authorize the charge to my credit card for the amount shown above. I agree to pay the total amount above according to the card issuer agreement. By checking the box below, I certify that I am an authorized user for the above referenced credit card account.

[nCourt Terms Agreement](#)

Please Verify above information before the Submit Payment Button is pressed. Do not click Submit Payment button more than one time.



Pay by Mail

- ☐ If you choose “Pay by mail”
 - ☐ Check your email for instructions
 - ☐ Your application will not be reviewed until payment is received

Payment online: If you have paid online by credit or ACH you will receive an additional notification from the epayment vendor that your payment is complete. Review of your application will begin. That notification will include a Reference ID # for your records.

Pay by Mail: If you chose the "Pay by Mail" option, please make your payment in the form of a check or money order made payable to the Commonwealth of Massachusetts. Do not send cash. You must include your Application Number 20-WM05-0047-APP on the check or money order that must be sent to the address below.

Department of Environmental Protection
PO Box 4062
Boston, MA 02211

Review of your application will not begin until after your payment has been received and processed.



Step 7: Application Submitted

- ❑ When you submit your application, you will receive a Record ID so you can track the status of your application online
- ❑ Upon submission of your application please make sure to check your email for system notifications



The screenshot displays the 'DEP Applications' portal. At the top, a light blue header contains the text 'DEP Applications'. Below this, the title 'WS10 - Cross Connection Certification Renewal' is visible. A progress bar with seven steps is shown: 1, 2, 3 Document, 4 Published Information, 5 Review, 6 Pay Fees, and 7 Application Submitted. Step 7 is highlighted with a blue bar. Below the progress bar, the text 'Step 7: Application Submitted' is displayed. A green banner with a checkmark icon and the text 'Successfully Completed.' is shown. At the bottom, a message reads: 'Thank you for using our online services. Your Record Number is 22-WS10-0143-REN.'

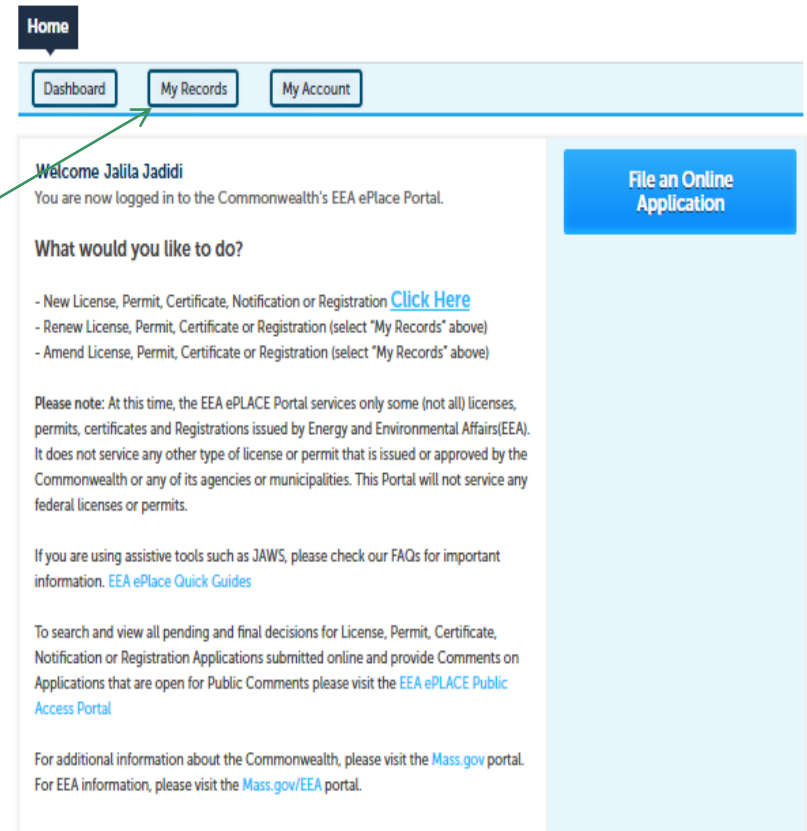


To check the status of an application

❑ Log on to EEA ePlace portal

▶ <https://eplace.eea.mass.gov/citizenaccess>

❑ Go to your “My Records” page in ePLACE to see or track the status of an application



Questions?

For technical assistance:

- ▶ Contact the ePlace Help Desk Team at (844) 733-7522
- ▶ Or send an email to: ePLACE_helpdesk@state.ma.us

For business related questions, please visit the link below:

<https://www.mass.gov/how-to/ws-10-cross-connection-certification>

